



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/27

Sr Advisor, Complaints & QA

Job ID	280153-en_US-4527	
Web Address	https://careers.indigenous.link/viewjob?jobname=280153-en_US-4527	
Company	Rogers	
Location	Toronto, ON	
Date Posted	From: 2022-11-30	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

Our Rogers Bank team is growing and is looking for like-minded thinkers who are passionate about telling stories through numbers to help take our investments in innovation to the next step. In turn, our Rogers Bank team is also committed to the growth and development of their team members. We offer advanced learning and, support our colleagues in maintaining their professional designations, and offer a challenging work environment with fulfilling results to help balance both financial and business acumen.

Your journey is filled with limitless possibilities, Let's make your possible.

Senior Advisor, Customer Complaints & Quality Assurance - Rogers Bank (Bilingual)

Reporting to the Senior Manager of Customer Complaints & Quality Assurance (QA), and working with the Customer Operations team, the Senior Advisor, Customer Complaints & QA, supports Rogers Bank by contributing to day to day customer complaints management and project related work, related regulatory administration and QA practices. The successful candidate will leverage their exceptional customer service skills and understanding of the Bank's procedures and financial industry's regulatory requirements to support the management team. The successful candidate must be fluent in English and French.

Responsibilities:

sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Assist with the management of customer complaints, using the practices defined in Rogers Bank's Complaints Handling Process (CHP).

11.0pt" style="font-family:Calibri, sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Responsible for speaking to customers in French or English with complaints at the Bank Management level via phone, email or letter as required by the situation to understand customer concerns and resolve their complaints.

11.0pt" style="font-family:Calibri, sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Complete detailed research of complaints cases relating to allegations of regulatory concern and drawing conclusions based upon this research.

11.0pt" style="font-family:Calibri, sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Work closely with the Bank Ombudsman Office and Bank Operations on complaints related matters.

11.0pt" style="font-family:Calibri, sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Identify process improvement and other change recommendations to enhance the customer experience and the Bank's CHP, and report these findings to the management team.

11.0pt" style="font-family:Calibri, sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Assist with delivering training on the Bank's CHP and related topics at the Bank and its contact centres.

11.0pt" style="font-family:Calibri, sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Participate in collaborative work led by the management team towards compliance with regulatory and supervisory frameworks.

11.0pt" style="font-family:Calibri, sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Complete project related tasks required to deliver changes to the CHP required to maintain compliance with regulations as they change.

11.0pt" style="font-family:Calibri, sans-serif" style="font-size:10.5pt" style="font-family:'Arial', sans-serif" style="color:#32363a">Contribute to complaints reporting and other submissions as required to the Financial Consumer Agency of Canada (FCAC) and other regulatory bodies.

Compliance, Quality Assurance and Customer Experience

Work with the management team on indirectly leading an outsourced contact centre team of managers who operationalize CHP & QA processes for Rogers Bank.

Complete recurring assessments of the Bank's contact centre's customer interactions or administrative work to ensure delivery of an exceptional Customer Experience and adherence to the Bank's SOPs and regulatory requirements.

Analyze data from QA forms, surveys, complaints and customer feedback to provide and identify, recommend, and implement process improvement suggestions to improve the Bank's Customer Experience.

Daily, weekly, and monthly audit functions.

On rotation for 24/7/365 after-hours production issue identification and resolution.

Open to the occasional requirement for a flexible schedule & be available to support our customers when needed.

Perform other duties and special projects as assigned.

Qualifications:

- The candidate must be fluent in English and French.
- Post-secondary education or equivalent experience.
- Exceptional customer service skills with a minimum of 2-3 years industry experience in customer service within the Financial Services, telecommunications, or similarly regulated industry.
- Strong interpersonal skills with the ability to handle difficult situations specifically phone conversations.
- Familiarity with the FCAC and other regulatory oversight of complaints.
- Must have strong analytical and problem-solving skills.
- Strong research skills.
- Strong attention to detail and organizational skills.
- A demonstrated ability to work autonomously with minimum supervision.
- Ability to adapt quickly to changing

priorities.

- Ability to meet quantitative and qualitative goals.
- Working knowledge of Microsoft Office tools for analytics and reporting purpose.

As part of the recruitment process, complete a background check which includes credit and criminal checks.

Schedule: Full time
Shift: Day
Length of Contract: Not Applicable (Regular Position)
Work Location: 800, Gauchetiere O, Bureau 4000-Place Bonaventure - Montreal(182), Montreal, QC
Travel Requirements: Up to 10%
Posting Category/Function: Banking & Operations
Requisition ID: 280153

Together, we'll make more possible, and these six shared values guide and define our work:

- Our people are at the heart of our success
- Our customers come first. They inspire everything we do
- We do what's right, each and every day
- We believe in the power of new ideas
- We work as one team, with one vision
- We give back to our communities and protect our environment

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the https://performancemanager4.successfactors.com//RCI/Rogers_Recruitment_FAQ.pdf Rogers FAQ.

Posting Notes: Corporate

For more information, visit Rogers for Sr Advisor, Complaints & QA